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August 5, 2010

FVAP ANSWERS QUESTIONS 24 / 7

AGENCY LAUNCHES CALL CENTER AND CHAT OPTION FOR REAL-TIME AVAILABILITY

August 5, 2010 - Arlington, VA – The Federal Voting Assistance Program (FVAP) opened its 24 hour a day, 7 day a week call center on July 15. The call center makes voting information accessible to voters living in other time zones and ensures that all issues are addressed.

Voters can call 1-800-438-VOTE, email vote@fvap.gov or choose the online chat option at www.fvap.gov to accommodate an easy flow of absentee voting assistance and information. FVAP enhanced its existing service by teaming with the Navy's Global Distance 24 hour Support Center to respond immediately to emails, calls, faxes and online chat from military members, their families and overseas voters worldwide. Toll-free numbers from 67 countries to reach the call center are available on the FVAP.gov website.

As always, FVAP subject matter experts are available during regular business hours to handle issues of greater complexity.

For more information please visit www.fvap.gov. If you'd like more information on the new call center operations or to schedule an interview with Director Carey, please contact public affairs at media@fvap.gov.

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We Want Your Feedback! If this document was helpful to you or if you ran into problems or have questions, please contact FVAP at 1-800-438-8683, DSN (312)425-1584, or at vote@fvap.gov. Toll-free numbers from 67 countries are listed at: www.fvap.gov/contact/tollfreephone.html. With your feedback, we can make this even more helpful for the next election.